

Daphne.Duke

244035

From: Jocelyn.Boyd
Sent: Monday, May 13, 2013 10:50 AM
To: charles.terreni@terrenilaw.com; selliot@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn
Cc: Deborah.Easterling; Tricia.DeSanty; Daphne.Duke
Subject: FW: Response to billing complaint against TCWS

From: Jack Stevenson [mailto:jsteve@comporium.net]
Sent: Friday, May 10, 2013 2:04 PM
To: ccampbell@regstaff.sc.gov
Cc: 'Linda Stevenson'; Jocelyn.Boyd; harringtonc@dhec.sc.gov; tcwateradvisory@hotmail.com
Subject: RE: Response to billing complaint against TCWS

Mr Campbell,

I have reviewed the response from Utilities Inc concerning the misapplied payment on our account.

I have contacted Wells Fargo and they verified that the account number on the check was the same one used before the error..

On April 26 I spoke with Debbie at Utilities Inc concerning this problem. She stated that a zero appeared to be missing and that could have been the source of the error. I did state I would modify the account number to add an extra zero.

My first on line payment was sent on July 30, 2012. I have used the same account number on each payment since that time. If processing my payment required the work described in UI's response, why did they not contact me when it first occurred? If their response is accurate, they are wasting resources each month when a telephone call could resolve the problem.

We did not claim they violated PSC rules and regulations. Our complaint is their lack of customer service which we, and many other Tega Cay residents, have experienced in the past.

As always with Utilities Inc, any problem is always caused by the customer, not by UI's ineptness.

Jack Stevenson

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RECEIVED
MAY 13 2013
PSC SC
MAIL / DMS

From: "Campbell, Chad" <ccampbe@regstaff.sc.gov>
Date: May 9, 2013, 4:07:04 PM EDT
To: Linda Stevenson <lks@comporium.net>
Subject: Response to billing complaint against TCWS

Mrs. Stevenson,

This e-mail is in reply to your complaint against Tega Cay Water Service, ("TCWS or Company") regarding a misapplied payment. Your complaint was forwarded to TCWS for a response. Please see the response below from the Company regarding your complaint. TCWS, in its response to the Office of Regulatory Staff ("ORS") indicated the misapplied payment was due to a keying error by the payment center staff. Upon review of the Company's response to your complaint, the ORS found no violation of Public Service Commission rules and regulations.

We regret any inconvenience the Company's error may have caused you. Should you have any questions, or wish to discuss this matter further, please contact me via e-mail or at 1-800-922-1531, extension 75194.

Sincerely,

Chad Campbell
Consumer Services
Office of Regulatory Staff

"This correspondence is in reference to Ms. Linda Stevenson's complaint concerning a billing error that she said was sent to her home by TCWS. Ms. Stevenson stated that Utilities, Inc. credited her payment to an incorrect address and sent another bill after Mr. Stevenson spoke with a Customer Service Representative in our office. Ms. Stevenson is a customer at 3024 Point Clear Dr., Tega Cay, SC.

TCWS has completed its investigation concerning Ms. Stevenson's misapplied payment for \$77.01 that was paid through Wells Fargo to TCWS on check dated April 1, 2013. The payment was received at our payment center on April 5, 2013. The check included the account number _____ as the account that should be credited with the payment.

The account number that was provided on the check was incorrect. Ms. Stevenson's account number is _____ Each digit in her account number is required to identify her account when applying her payment to her account. The incorrect account number caused her payment/check to be rejected from the automatic payment process and required it to be manually processed or returned as "unable to locate account". Ms. Stevenson's correct account information was obtained by the payment center Staff from the list of accounts that is updated and provided to the payment center weekly by our Utility. The list of accounts provided to the payment center includes additional information that is used as an aide to locate the correct account for the payment when the customer has provided incomplete or incorrect information. It aides in eliminating a delay in crediting our customers payments to their accounts. Ms.

Stevenson's information was matched from the list and the payment was manually entered. The account number was mis-keyed by the payment center Staff as _____ which resulted in the payment being posted to an incorrect account number.

A collection notice was mailed to Ms. Stevenson on April 22, 2013 for \$77.01. The bill that was sent to Ms. Stevenson dated April 23, 2013, included a prior balance for \$77.01. April 26, 2013, Mr. Stevenson contacted our office to inquire about why the payment was not credited to his account. The payment was researched at that time and was located and posted to his account. The late payment fee was waived. He was informed that the incorrect account number was being provided with his payments. Mr. Stevenson said that he would make the correction at his bank.

Upon reviewing copies of Ms. Stevenson's payments that were submitted in past months, the account number that was included on the checks was _____. The most recent payment received from her on her check dated April 29, 2013, paid by Wells Fargo has the correct account number on it for _____ and was processed by the payment center without a problem.

Please contact our office if additional information is required. "

